

## LiveHelp Project

TIG #04543

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### Project Synopsis:

The LiveHelp Project will pilot the use of “web collaboration technology” to provide live (but virtual) navigational assistance for LawHelp web sites and state intake systems in Montana and Iowa.

With one click on a “Live Help” button, a pro se User of a LawHelp web site will be able to initiate live telephone or chat help with navigation and form completion. The technology allows an Agent to call back immediately or chat with the user and also co-browse with the user to direct her to the most appropriate web-based information. Either the user or the Agent will be able to move to a new page on the web site or input text onto an HTML form. Both will be able to see each new page as the other does. The Agent will also be able to highlight particular items of interest on the site using a pointer or highlighter visible to the user. In addition, the Agent will be able to send the user a pre- or post-chat survey.

The pilot will focus on site navigators, recruited from a volunteer pool, assisting users looking for information on LawHelp sites. Montana will leverage the Self Help Montana Project, which provides volunteer assistance to pro se users in the heavily rural eastern part of the state. This project will add the virtual navigator concept, allowing the support services to be made available remotely.

Iowa plans to explore migrating remote intake functionality to a web based model. This approach would provide a potentially more efficient and seamless interaction with Pika, the program’s statewide web-based case management software. In doing so, the Iowa model would match a web-based case management system with a web-based remote intake tool, which would include the added help feature to provide live chat or telephonic assistance to users applying for legal assistance online.

### Project Timeline:

The first quarter of 2005 will focus on exploring and testing the ASP technology for the pilot project. In addition, an evaluation component will be defined. During the second quarter and through the fall of 2005, agents will be recruited and trained and parameters of the pilot project will be refined based on initial testing.